

WELCOME!

Commute Trip Reduction (CTR) Electronic Survey

January 2013

Today's Goals

The CTR electronic Survey

- What is the survey
- Why survey online
- How to administer the survey
- Questions

What is the Online CTR Survey?

- ▶ One of two data collection methods for measuring progress in the CTR program
- ▶ Internet-based system on it's own server
- ▶ Asks the same questions as the paper survey

What about security?

- ▶ The survey software resides on a server behind a physical and electronic firewall
- ▶ The server has virus protection with daily automatic checks for updates
- ▶ Nothing gets installed on your system

What about privacy?

- ▶ Employees enter e-mail addresses to access the survey
- ▶ You (ETC) have access to surveys for individual employees during the survey via their e-mail addresses
- ▶ Link between e-mail and survey is broken when survey is closed out
- ▶ No other use is made of the e-mail addresses

Basic requirements for employees

- ▶ Access to the internet
- ▶ Individual and unique email addresses
- ▶ Basic knowledge of internet usage

Basic requirements for ETCs

The ability to:

- ▶ Communicate effectively with employees via email
- ▶ Navigate and use the internet and basic tools
- ▶ Send bulk email
- ▶ Transfer data between email and spreadsheet programs such as Microsoft Excel
- ▶ Identify and work with the people responsible for Internet use and email at the worksite

Take a test drive

- ▶ Open your Internet browser and go to <http://www.ctrsurvey.org>
- ▶ Enter a mock email address using @abc.com as the domain
- ▶ Select the test site “Survey Training Site” from the drop down box
- ▶ Click the “Select” button
- ▶ Complete survey questions

Benefits of using the online survey

- ▶ Fast and easy to use
- ▶ Branching
- ▶ Tools to assist the ETC in tracking and follow up
- ▶ Can be completed from the convenience of your desktop
- ▶ No shipping, printing or scanning of paper forms – more environmentally friendly

Before you get started

- ▶ Confirm management support
- ▶ Check with your IT staff
- ▶ Line up support from IT or other staff to help with technical details

Overview of the survey process:

1. You provide information to Jurisdiction to set up your site(s) for the electronic survey
2. You send an advance announcement to your survey population via e-mail
3. Once you receive your login and password you will test the system
4. Employees complete the survey during the survey week
5. You troubleshoot and follow up with non-respondents
6. When the survey is complete, contact your jurisdiction to request the survey be closed and processed.

Step 1. Survey setup

Preparation:

- ▶ Discuss survey dates with your jurisdiction
- ▶ Complete the survey template
- ▶ Return the template to jurisdiction
- ▶ Receive a login and password

Communicating to your employees

Compile the list of e-mail addresses of employees to be surveyed

- ▶ Load this into your tracking system
- ▶ Load this for use in sending the e-mail announcement
- ▶ Send an advance notice to employees
 - ▶ From management
 - ▶ Include dates of survey
 - ▶ Tracking dates
 - ▶ Your contact information
 - ▶ **Do not include survey URL yet**

Communications part 2

- ▶ Prepare email notification to send to employees Monday morning of the survey week
 - ▶ This time include the survey URL
 - ▶ A note on the importance of the CTR survey
 - ▶ Instructions for filling out the survey
 - ▶ Your contact information
 - ▶ Mark high importance
 - ▶ Send from management email

Step 2. Testing the survey

When you've received your login/password:

- ▶ Log into the ETC tools using your assigned login and password
- ▶ Make sure you can logon and complete the employee survey
- ▶ Test the survey setup, spelling, domain names etc.
- ▶ Set up tracking system (if applicable)

ETC tools – Testing your sites survey setup

Company **ABC Corporation**

List of surveys

T99997: The Lab: 01/14/13 - 02/14/13 (ABC Corporation)
E9000: for test: 01/10/13 - 01/25/13 (ABC Corporation)

Site: **E9000 - for test (Unassigned King County)**

Access to survey by domain(s): **abc.com**

Date range: **01/10/2013-01/25/2013**

Status: **OPEN**

Surveying total worksite population: **Yes**

Total number of employees at worksite: **135**

Employees exempted from CTR: **12**

Surveys distributed: **105**

Survey type: **01: CTR**

Questions library: **0**

Survey progress info: **Completed: 5**

Partially completed: 2

Response rate: **4.8%**

[Survey preview](#)

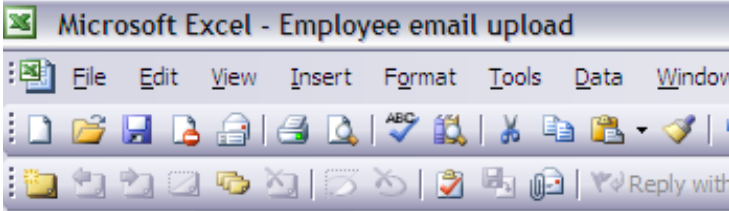
[Survey reports](#)

[Survey E-mail list management](#)

Total surveys in selection: 3

Email address list upload

- ▶ Using the email list you compiled for your employees, create the upload spreadsheet in .CSV or Excel
- ▶ Email addresses must be in the first column, worksite name in the second
- ▶ Make sure each address appears only once – duplicates will not load
- ▶ Save list to desktop or somewhere it can easily be located



The screenshot shows a Microsoft Excel window titled "Microsoft Excel - Employee email upload". The spreadsheet has four columns labeled A, B, C, and D. The first three rows contain email addresses in column A and the worksite name "Survey Test Site" in column B. The remaining two rows are empty.

	A	B	C	D
1	BunnyB@abc.com	Survey Test Site		
2	FuddE@abc.com	Survey Test Site		
3	GonzalesS@abc.com	Survey Test Site		
4				
5				

Uploading list of email addresses

[Announcements](#) [CTR survey](#) [Program Report](#)

[New ETC](#) [Logout](#)

Company **ABC Corporation**

List of surveys

T99997: The Lab: 01/14/13 - 02/14/13 (ABC Corporation)
E9000: for test: 01/10/13 - 01/25/13 (ABC Corporation)

Site: **T99997 - The Lab (City of Seattle)**

Access to survey by list of e-mail: **40 E-mails in list** [Upload list of E-mail](#)

Date range: **01/14/2013-02/14/2013**

Status: **OPEN**

Surveying total worksite population: **Yes**

Total number of employees at worksite: **178**

Employees exempted from CTR: **0**

Surveys distributed: **39**

Survey type: **01: CTR**

Questions library: **0**

Survey progress info: **Completed: 1**
Partially completed: 1

Response rate: **2.6%**

[Survey preview](#)

[Survey reports](#) [Survey E-mail list management](#)

Total surveys in selection: 3

Uploading a list of email addresses

Survey's E-mail list upload: File selection

You can upload list of employees E-mails as a Microsoft Excel file (*.xls or *.xlsx - [click here for example](#)) or as a comma delimited file (*.csv - [click here for example](#)).

Each row must include fields in the following order: 1) email address, 2) worksite name.

File to upload

Browse...

☒ Field names in first row

Upload

Cancel

Survey's E-mail list upload: Uploaded file preview

Select work sheet

Sheet1\$

☒ Field names in first row

	E-mail	Work site
1	Wilma@abc.com	Newest site
2	Dolores@abc.com	Newest site

Continue

Cancel

Email address upload complete!

[Announcements](#) [CTR survey](#) [Program Report](#) [New ETC](#) [Logout](#)

Survey **E9000: for test: 01/10/13 - 01/25/13 (ABC Cor** ▼

List of e-mail addresses for this survey

Find/Add E-mail

eric@abc.com

kellie@abc.com

louisa@abc.com

teewe@abc.com

terrrs@abc.com

tredf@abc.com

truuu@abc.com

For this employee:

E-mail: eric@abc.com

[Send E-mail](#)

Status: **Not completed, accessed 1 time**

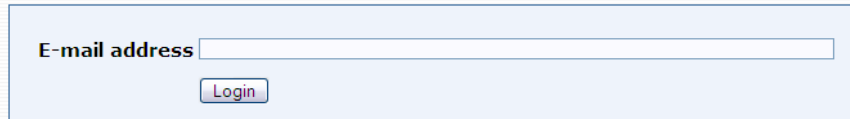
[Remove from list](#) [Remove E-mail from list and clean out all associated data.](#)

Total 7 E-mails

[Return to management page](#)

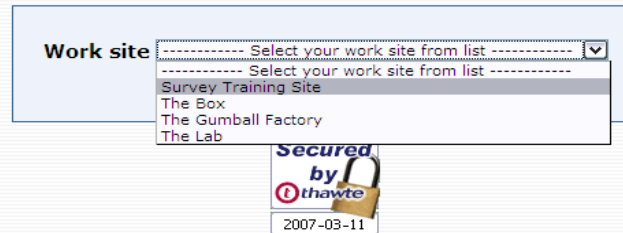
Employee survey – testing the survey

Log into www.ctrsurvey.org and enter your email address



A light blue rectangular box containing a login form. On the left, the text "E-mail address" is followed by a white text input field. Below the input field is a small button with the word "Login" in red text.

Select your worksite from the dropdown box



A light blue rectangular box containing a dropdown menu. The label "Work site" is to the left of the dropdown. The dropdown menu is open, showing a list of options: "Survey Training Site", "The Box", "The Gumball Factory", and "The Lab". Above the list, there is a line of text: "----- Select your work site from list -----". Below the list, there is a line of text: "----- Select your work site from list -----". Below the dropdown menu, there is a "Secured by thawte" logo and a date stamp "2007-03-11".

Complete the survey!

Question 15 of 15

Thank you for your time and cooperation in completing this survey. If you have any comments or questions, please note them here.

Next

Back

Checklist for survey week

- ▶ Monday morning: send CTR survey e-mail announcement* to employees
- ▶ Throughout week: offer assistance, answer questions, monitor response rate
- ▶ Thursday: send a reminder to non-respondents
- ▶ Friday: enter paper responses into system and make corrections

*If being sent from management address someone else may do this for you confirm that it is scheduled and happens

Closing out your survey

Send a close-out notice to jurisdiction

- ▶ The jurisdiction will verify that your information is correct and have the survey closed out for processing
- ▶ You will receive your survey report based on the results

ETC Tools

ETC Login Screen - <https://www.ctrsurvey.org/admin>

Welcome to the Commute Trip Reduction Program management system

This site is designed for administrators of the Washington State Department of Transportation Online Commute Trip Reduction Program. If you are a WSDOT administrator or a Employee Transportation Coordinator, please enter your valid Login Name and Password below.

Login

Password

LOGIN

CTR Survey Screen

Announcements

CTR survey

Program Report

New ETC

Logout

Company **ABC Corporation**

List of surveys

T99997: The Lab: 01/14/13 - 02/14/13 (ABC Corporation)

E9000: for test: 01/10/13 - 01/25/13 (ABC Corporation)

Site: T99997 - The Lab (City of Seattle)

Access to survey by list of e-mail: 40 E-mails in list

Upload list of E-mail

Date range: 01/14/2013-02/14/2013

Status: OPEN

Surveying total worksite population: Yes

Total number of employees at worksite: 178

Employees exempted from CTR: 0

Surveys distributed: 39

Survey type: 01: CTR

Questions library: 0

Survey progress info: Completed: 1

Partially completed: 1

Response rate: 2.6%

Survey preview

Survey reports

Survey E-mail list management

Total surveys in selection: 3

ETC Tools—Survey Email list management

- ▶ Edit, delete, add new employees here

[Announcements](#) [CTR survey](#) [Program Report](#)

Survey **T99997: The Lab: 01/14/13 - 02/14/13 (ABC Co)**

List of e-mail addresses for this survey

Find/Add E-mail

tesrt@abc.com

tqwert1@abc.com

tqwert10@abc.com

tqwert11@abc.com

tqwert12@abc.com

tqwert13@abc.com

tqwert14@abc.com

tqwert15@abc.com

tqwert16@abc.com

tqwert17@abc.com

tqwert18@abc.com

tqwert19@abc.com

tqwert2@abc.com

tqwert20@abc.com

tqwert21@abc.com

tqwert22@abc.com

Total 40 E-mails

For this employee:

E-mail: **tesrt@abc.com**

[Send E-mail](#)

Status: **Completed Jan 22 2013 10:19AM**

[Allow to re-enter](#) [Allows employee to re-enter to survey. Will not delete data from database.](#)

[Remove from list](#) [Remove E-mail from list and clean out all associated data.](#)

[Return to management page](#)

ETC Tools - Reports

Company **ABC Corporation** Close

Survey for site **T78995: New site to add: 01/20/11 - 01/20/12 (ABC Corporation)**

☐ Report for all surveys

Report **Survey summary**

Survey summary

Completed surveys 01/20/11-01/20/12

Not completed surveys Respondent: 3

Survey timeline Number of distributed surveys: 144

Response rate: 0.0%

Select a report or click on survey data to view summary of responses

In closing

- ▶ Make sure you have a good plan in place
- ▶ Get management involved
- ▶ Track responses and send reminders!
- ▶ Be creative, offer incentives, hold drawings, advertise

Questions

- ▶ Contact your administering jurisdiction representative
- ▶ Amber Nguyen, WSDOT
(360) 705-7877
NguyenAm@wsdot.wa.gov